



# Trust in Regulatory Regimes: An overview of selected TiGRE's insights

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& TiGRE consortium

# TiGRE studies trust and distrust in regulatory regimes: causes, dynamics and effects

- From citizens towards the regulatory regime
- Between actors and government levels within the regulatory regime

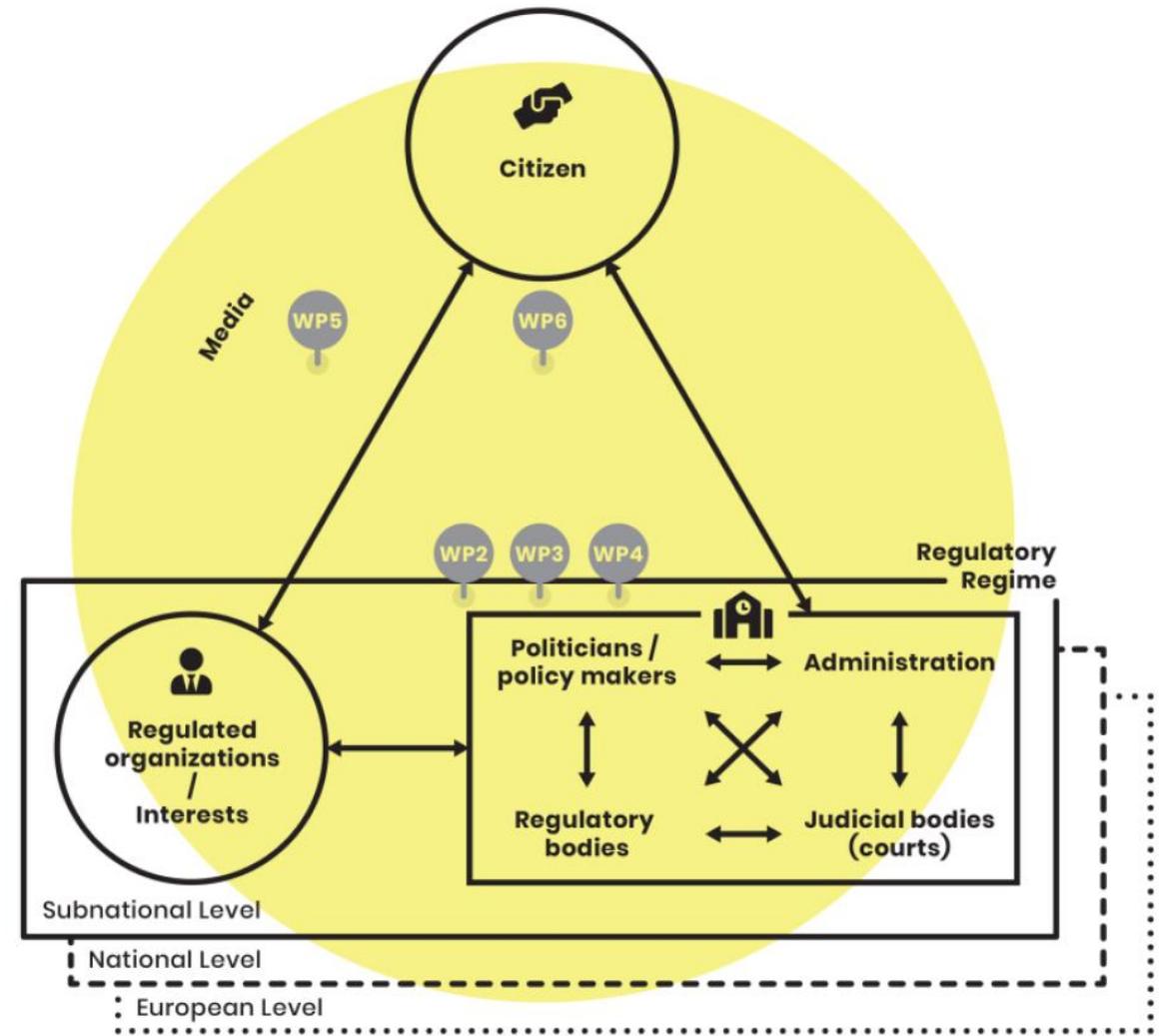


Figure 1: The trust triangle studied in the TiGRE project.

## TiGRE uses multiple methods and is a H2020 consortium of nine universities

- Coordinated by Martino Maggetti and Yannis Papadopoulos (Lausanne), with extended coordination team with Koen Verhoest (UAntwerpen), Jacint Jordana (IBEI) and David Levi-Faur (Hebrew U.)
- Using surveys, social network analysis, interviews, survey experiments and media analysis
- See: <https://www.tigre-project.eu/>

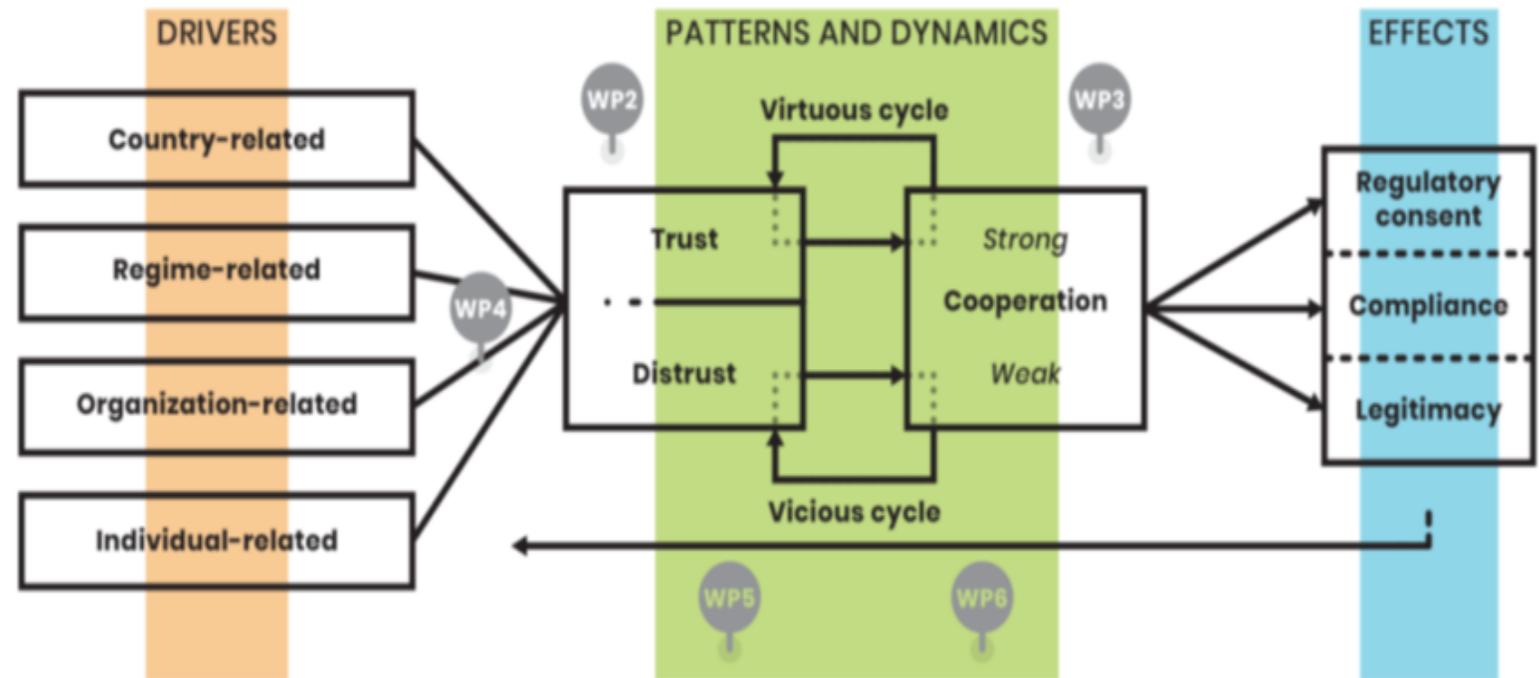
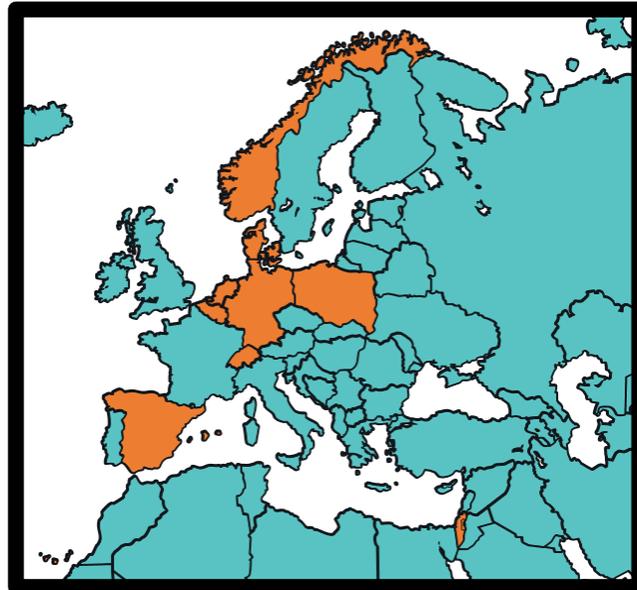


Figure 1.3-2: The TiGRE conceptual-analytical scheme.

# Countries & sectors

1. Belgium
2. Spain
3. Denmark
4. Germany
5. Israel
6. Netherlands
7. Norway
8. Poland
9. Switzerland



The EU level



## Data Protection

Personal Data  
Health Data



## Finance

Banking  
Fintech



## Food Safety

Poultry/Eggs  
Fruit and Vegetables



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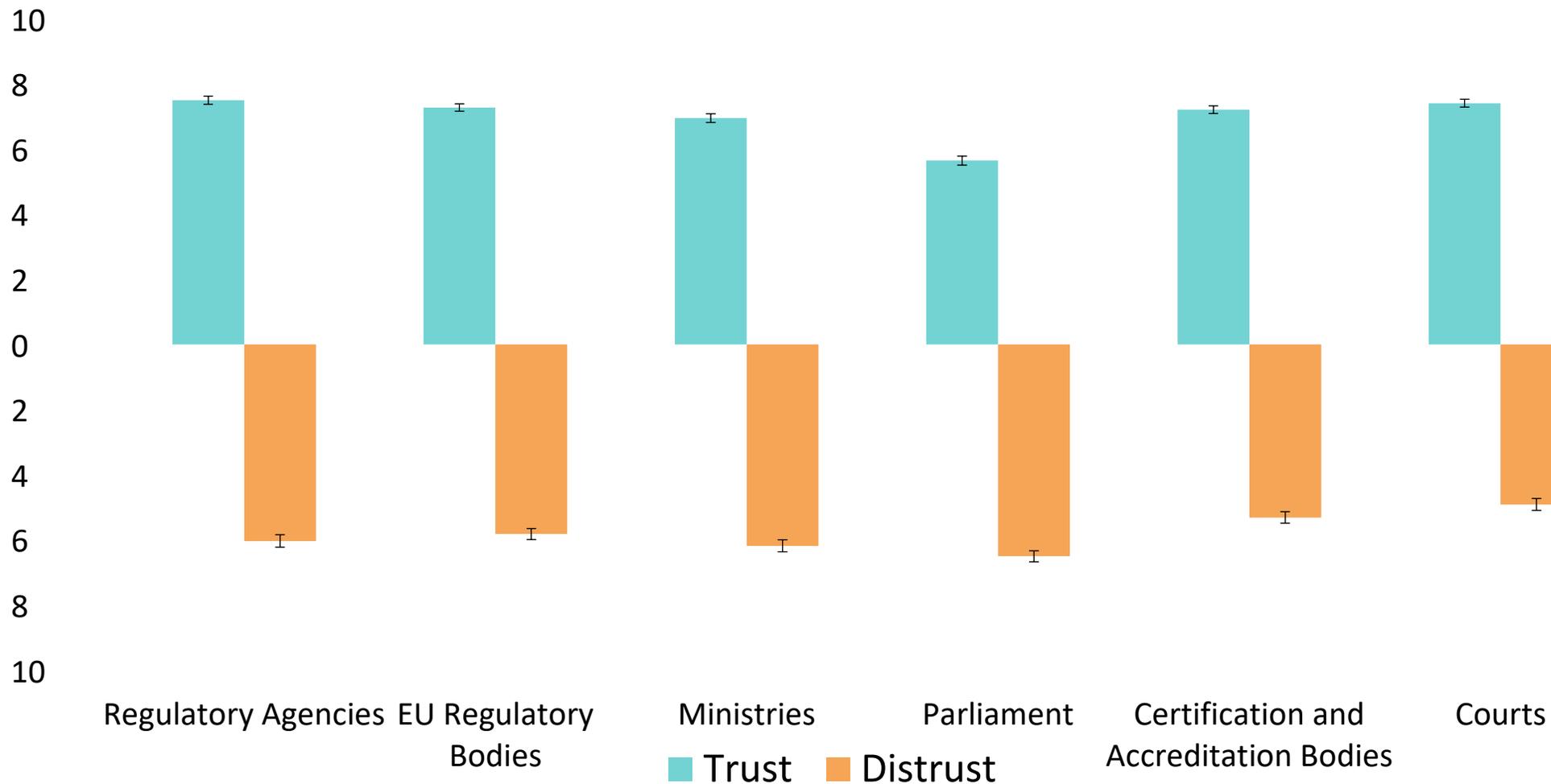
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Trust patterns

# Citizens' trust in regulators and regulatees is moderate to rather high



# Regime actors' trust and distrust in specific actors differs per kind of actor





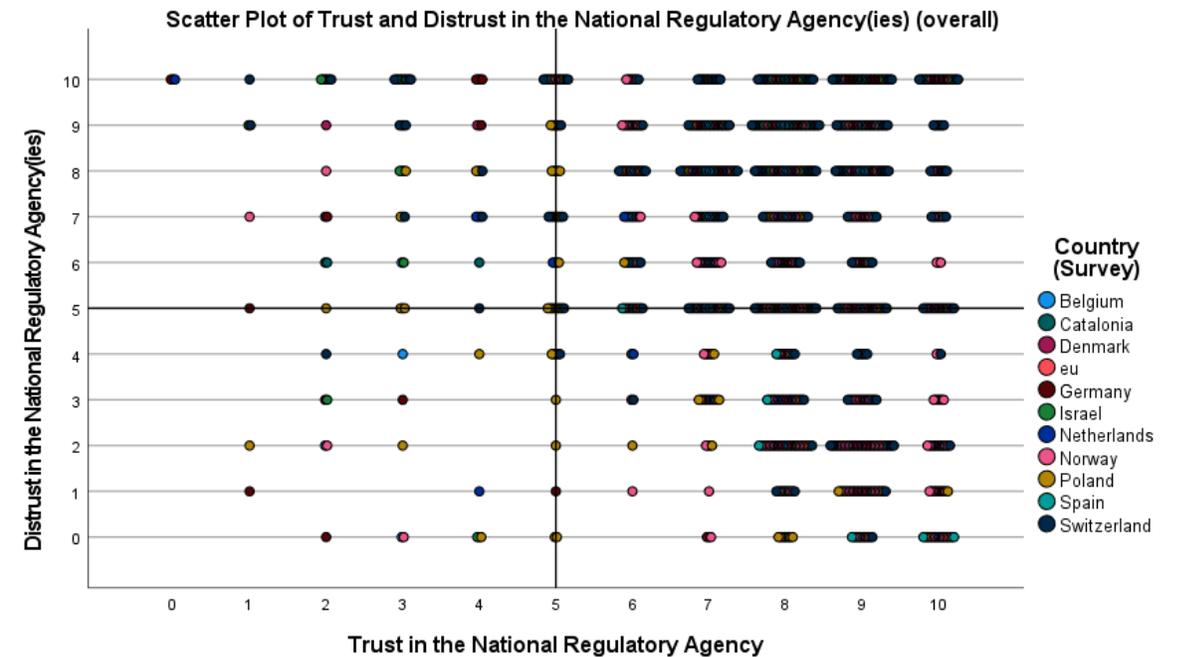
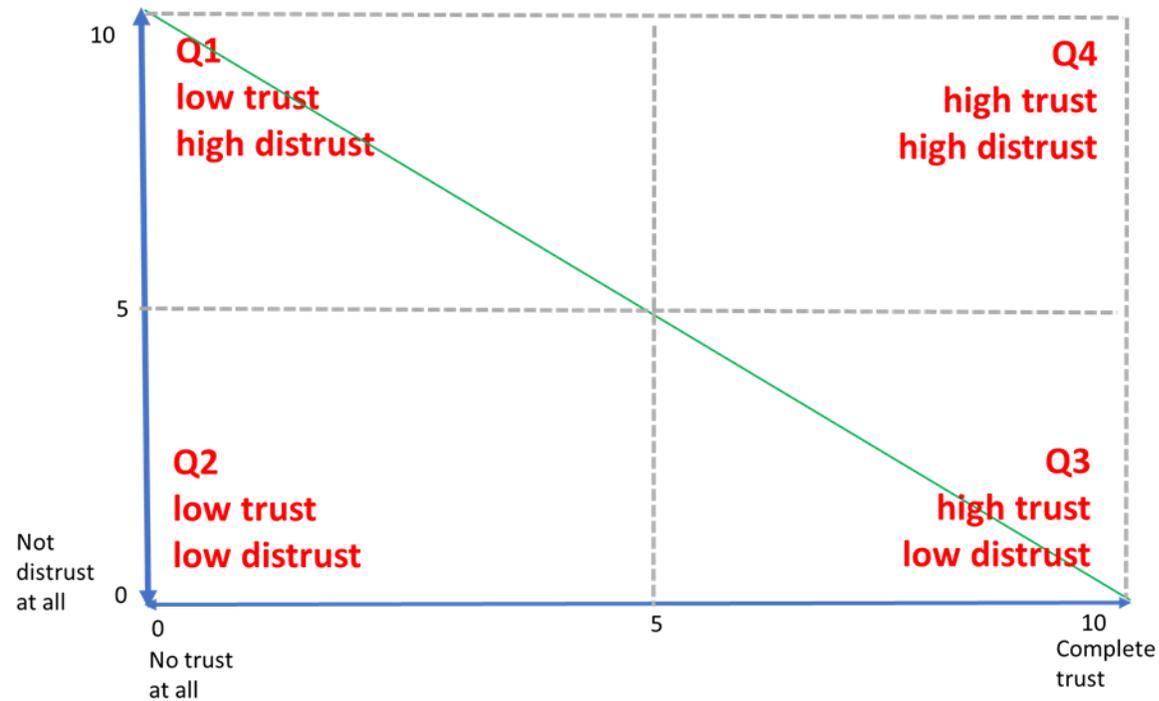
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Trust and distrust configurations

# Trust and distrust in specific actors co-exists in regulatory regimes: watchful trust is most prevalent





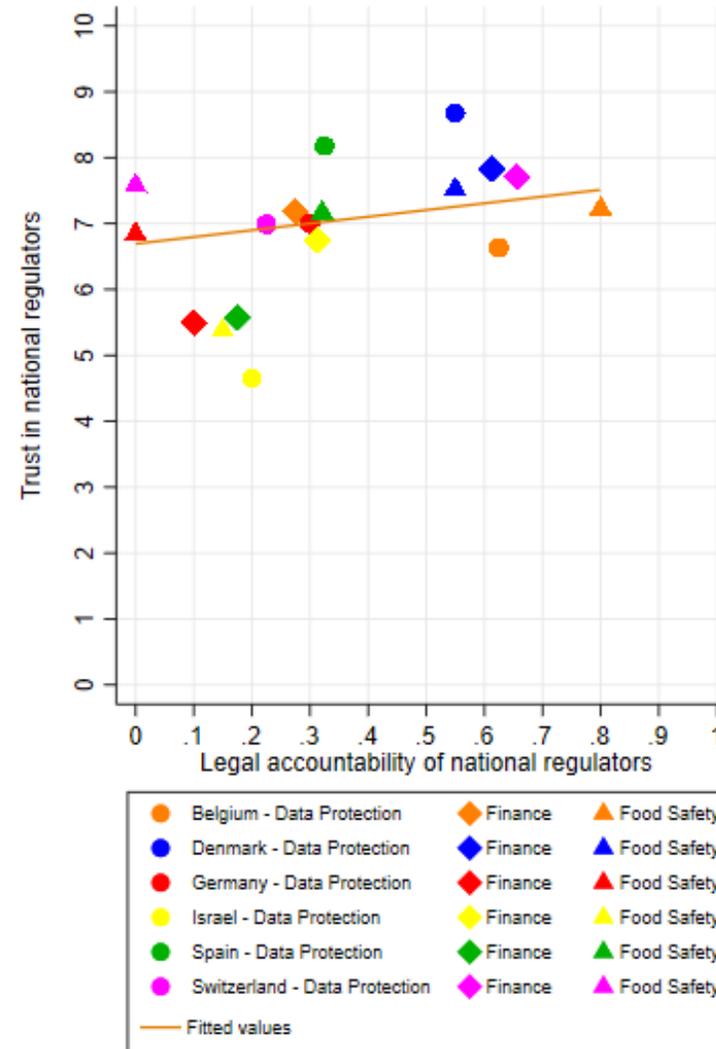
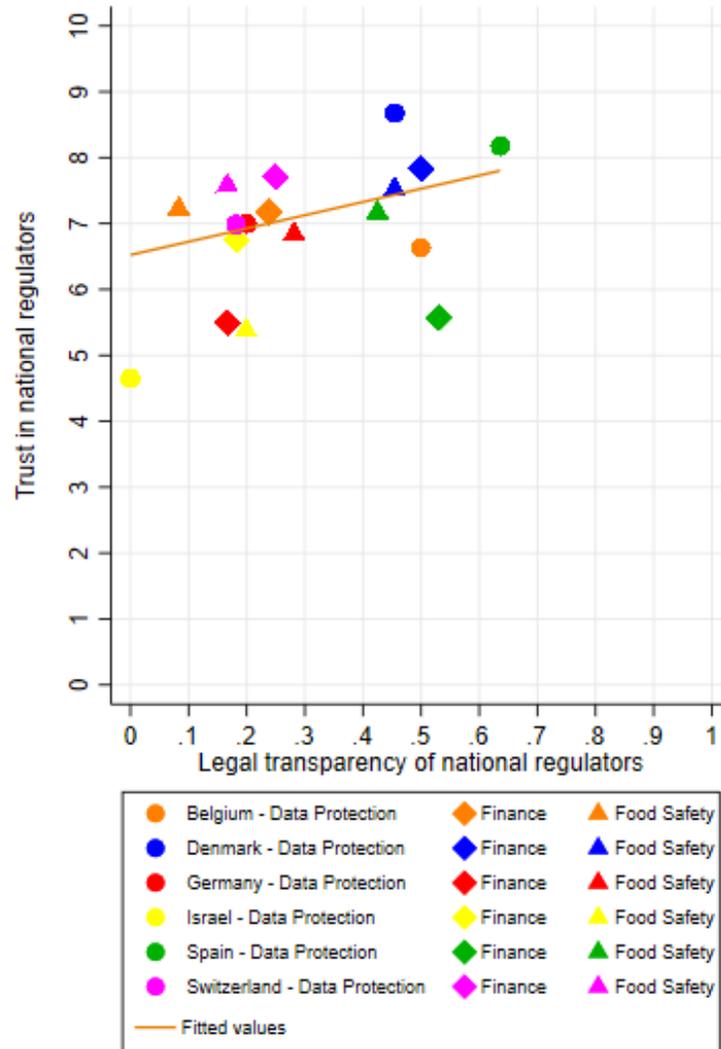
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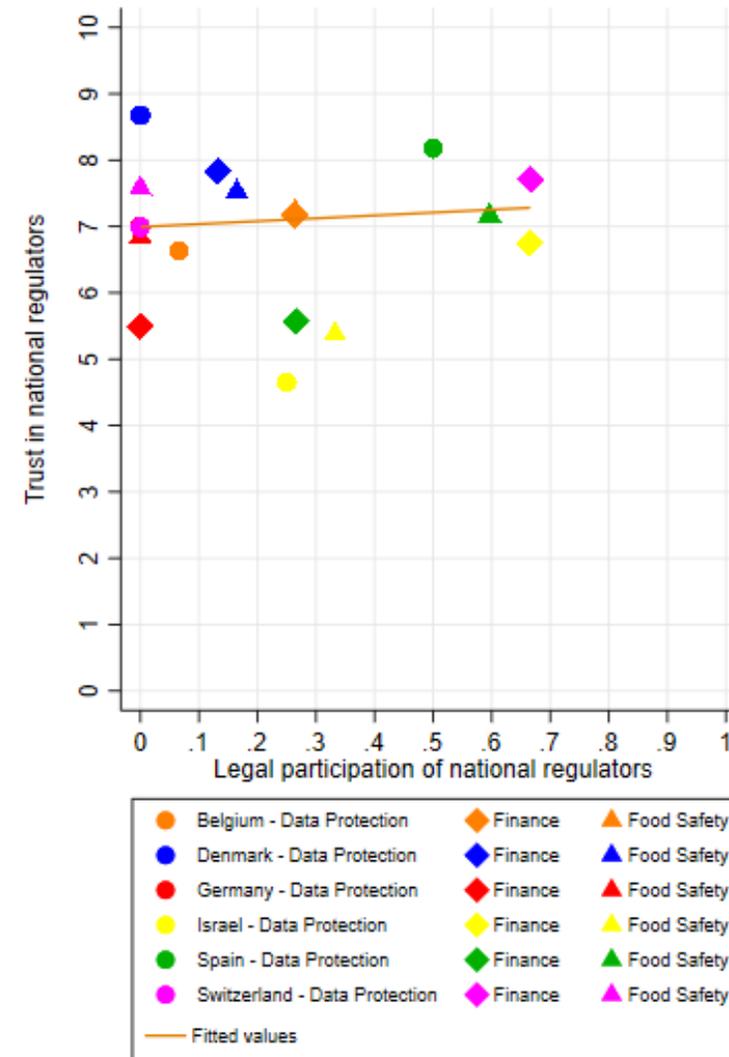
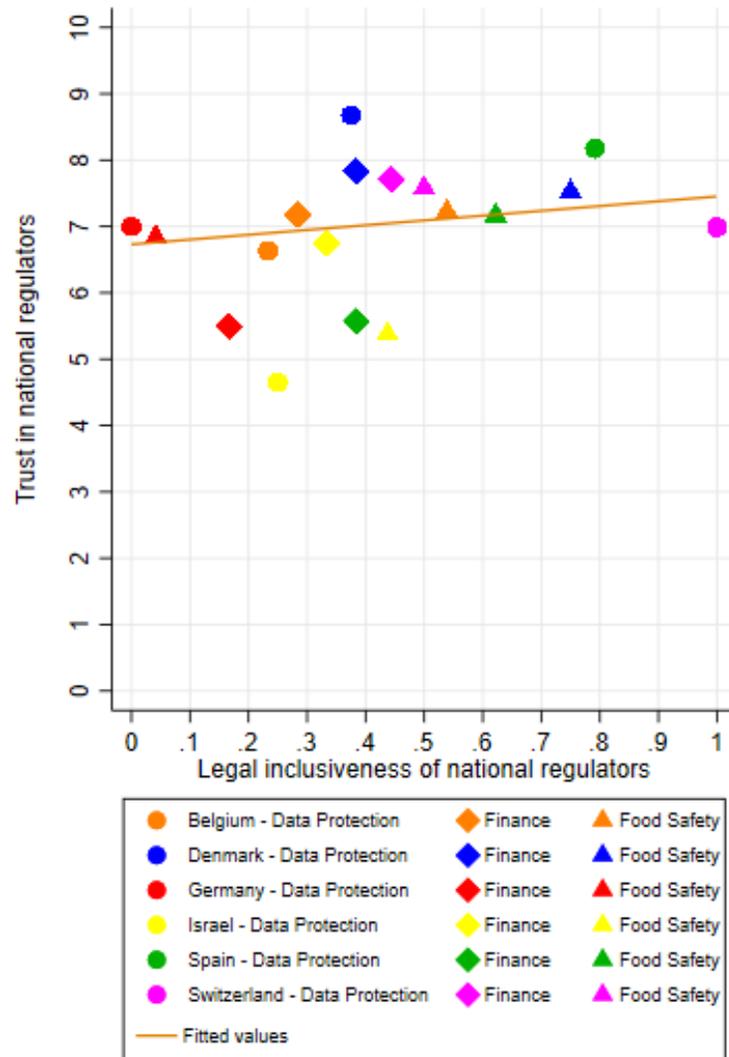
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Explaining trust

# Institutional basis for trust: Does formal transparency and accountability explain trust in the regulatory agency?



# Institutional basis for trust: Does formal inclusiveness and participation and accountability explain trust in the regulatory agency?



# Behavioral basis for trust: effect of agencies' behavior and communication style of citizens' trust in the regulatory agency

- Focus groups with citizens: regulatory agencies are trustworthy because of
  - Transparency
  - Expertise
  - Integrity
- Survey experiments with citizens: regulatory agencies can restore trust after trust breach due to under-regulation by
  - Avoiding silence
  - Better is to 'admit and justify' or 'admit and offer plan for future action', but sectoral differences



# Behavioral basis for trust: Effect of enforcement style on citizens' trust in the regulatory agency

		Overall effect	Formalism	Coerciveness	Accommodation
Food safety	<i>regulator</i>	no effect	Denmark, Israel	Germany, Israel	Denmark
	<i>regulatees</i>	Israel	Belgium	Israel	no effect
Finance	<i>regulator</i>	Germany	no effect	Denmark, Norway, Netherlands	Norway
	<i>regulatees</i>	no effect	no effect	no effect	Netherlands
Data protection	<i>regulator</i>	Israel, Norway	Israel, Netherlands	Norway	Germany, Israel
	<i>regulatees</i>	Norway	Denmark, Israel	no effect	Israel

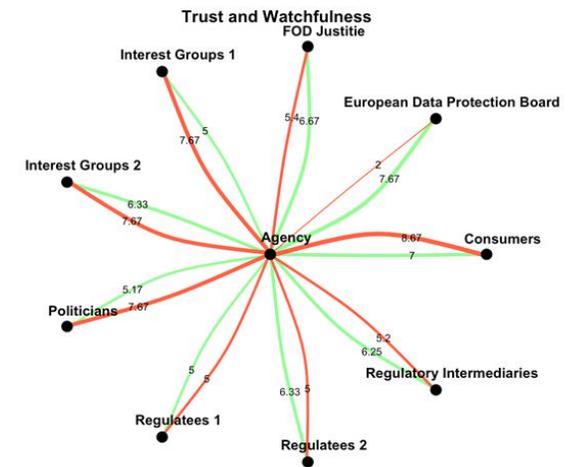
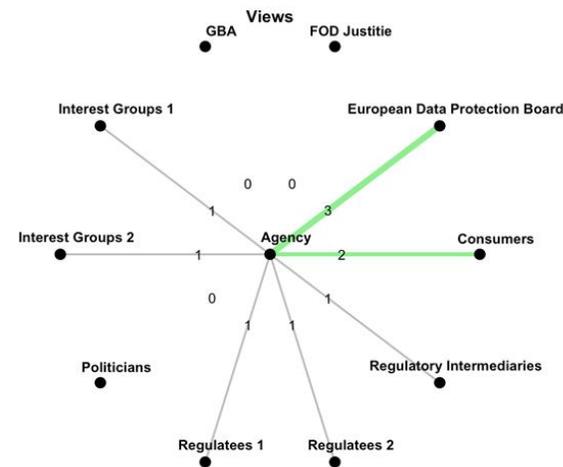
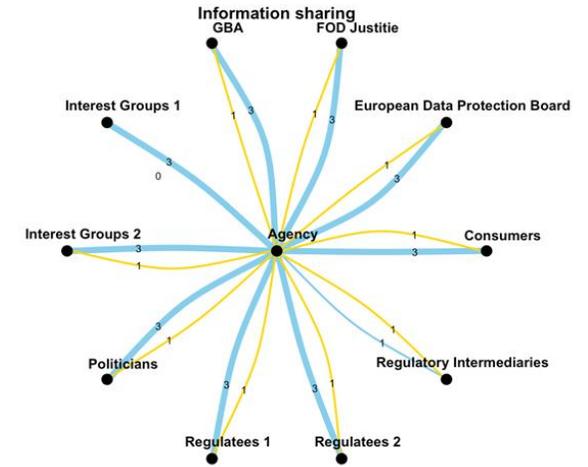
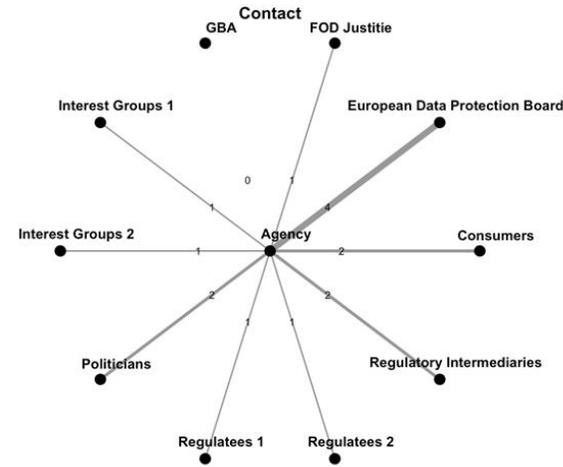
Legend: no effect; positive effect; negative effect;



# Interactions and identification as basis for trust in regulatory agency

Table Four! Geen tekst met de opgegeven stijl in het document..1: Variables and data collected in WP3 (T3.2)

Variable	Data source	Question	Scales
<b>Frequency of contact (contact)</b>	SNA Questionnaire (WP3)	Please estimate how often your organization has contact with the following organizations in the context of [sector].	5-point scale (several times per week – not at all)
<b>Information sending (infosend)</b>	SNA Questionnaire (WP3)	Looking at the past 12 months, from whom did your organization receive information and to whom did your organization give information in relation to [sector]?	Not at all – Yes, because we have to – Yes, because we want to (voluntary)
<b>Information receiving (inforeceived)</b>	SNA Questionnaire (WP3)	Looking at the past 12 months, from whom did your organization receive information and to whom did your organization give information in relation to [sector]?	No, we did not receive any information – Yes, we receive information
<b>Similarity or difference in views on regulatory issues (Views)</b>	SNA questionnaire (WP3)	In your perception, which organizations have in general different or similar views/opinions to that of your own organization when it comes to the regulation of [sector]?	5-point scale (mostly different views – mostly similar views)
<b>Trust in the other actor (trust)</b>	WP2 survey and SNA questionnaire (WP3)	Based on your experience in your organization: How much trust do you have in each of the following organizations?	11-point scale (No trust at all – Complete trust)
<b>Watchfulness towards the other actor (watchfulness)</b>	WP2 survey and SNA questionnaire (WP3)	Based on your experience in your organization: Should your organization be watchful that the following institutions' actions impact your organization in a negative way?	11-point scale (Not watchful at all – very watchful)



## Interactions and identification as basis for trust: differs for public and private actors

Leads to **trust between regime actors** in general

- Frequent **contacts**: positive effect
- **Sending information**: higher positive effect for mandatory than voluntary, in case of private actors
- **Receiving information**: especially for public actors
- **Having similar views**: for both public and private actors
- **Having different views**: also positive effect but only for public – public interactions and private –private interactions
- Frequent contacts and having mostly similar views are **most important**

Leads to **trust in regulatory agency**

- **Frequent contacts** for private actors
- **Sending information for private actors**
- **Receiving information**: no or **negative** effect for private actors
- **Having similar views**: for both public and private actors
- **Having different views**: no effect!
- Frequent contacts and having often similar are **most important** for private actors

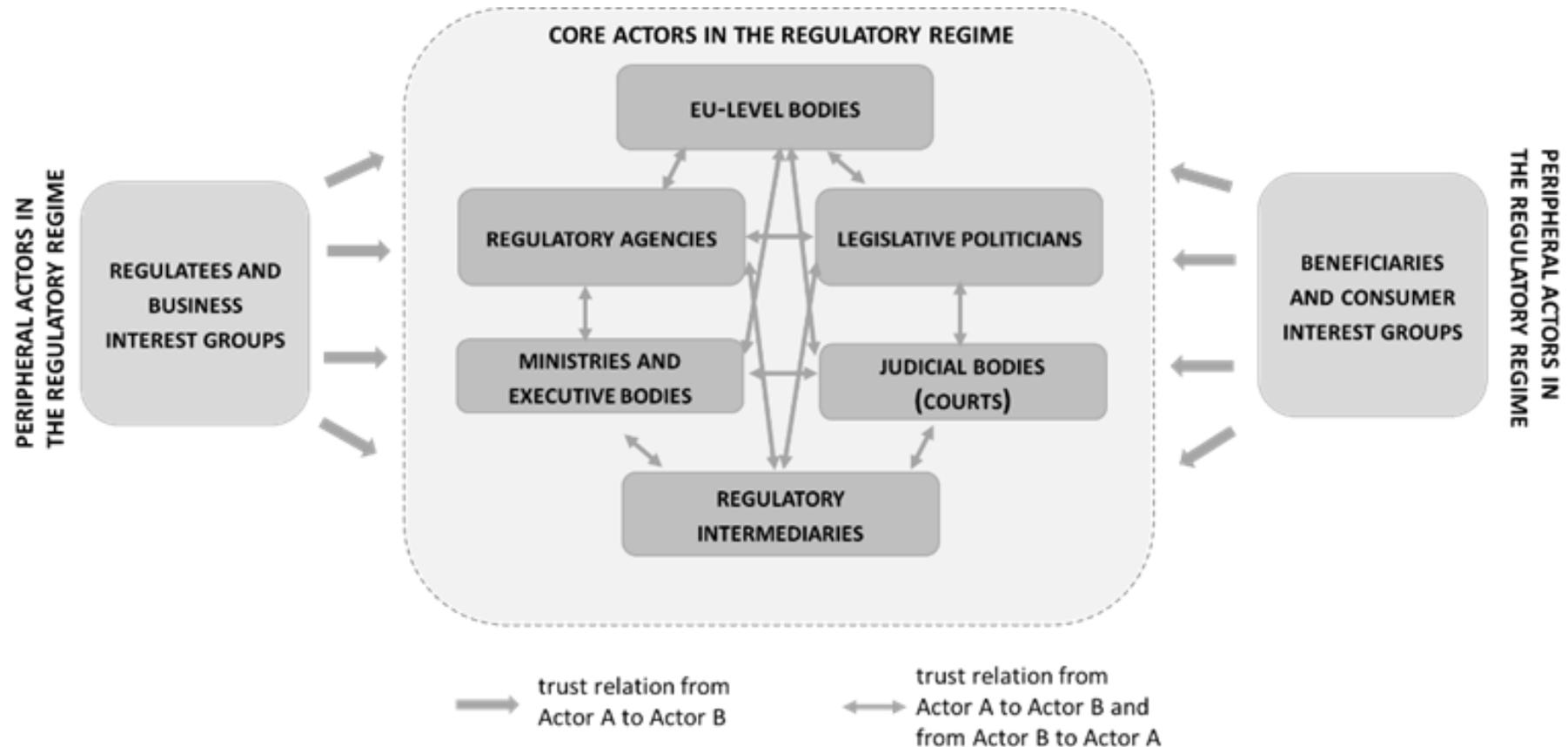


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Impact of trust on how the  
regulatory regime functions

# To what extent does high trust among regime actors matter for both regime performance and legitimacy?



## Regime performance

- Performance of the regulatory regime: securing compliance and keeping citizens safe from harm
- Having more high trust relations towards different regime actors leads to more higher perceived regime performance
- But **watchful trust is more relevant** than good faith trust
- A **'trust but verify' attitude** between and towards regime actors is more beneficial for achieving higher regime performance, than good faith trust (which is seen as blind trust).
- Hence both trust and distrust can be functional in public governance and democratic systems – important is to have a good balance



## Regime legitimacy

- Legitimacy of the regulatory regime: acceptance of procedures and the way regulatory decisions are made
- Having more high trust relations towards different regime actors leads to higher higher perceived regime legitimacy
- But for regime legitimacy **good faith trust** is better than watchful trust.  
→ Having **too much watchfulness (distrust)** between actors in the regulatory regime is **negative for regime legitimacy**

Hence : it is crucial to find the **right balance between trust and watchfulness (distrust)** in order to enhance both the performance and the legitimacy of the regulatory regime



## Conclusion

- Trust in regulatory regimes and regulatory agencies is rather high
- Trust and distrust co-exist between actors
- Trust in regulatory agency is less determined by formal institutional design, but more so by its behavior and its interactions
- Trust but also some degree of distrust in terms of watchfulness is important for regime performance
- But too much distrust endangers the legitimacy of the regime

